# Compliance Component

## DEFINITION

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| *Name* | Interactive Voice Response (IVR) Systems |
| *Description* | A telephony technology in which the caller uses voice activation or a touch-tone telephone to interact with a database to acquire information from or enter data into the database. The user's interaction with the database is predetermined by what the IVR system will allow the user to access. |
| *Rationale* | IVR technology is critical in areas that have heavy call volumes that must be able to add or retrieve information with databases. |
| *Benefits* | The use of IVR systems has shown to be beneficial in the following ways:<br>• Provide callers a method to provide required information to the agencies.<br>• Provide callers a method to retrieve necessary information.<br>• Provides costs savings in reduction of staff to answer phones<br>• Provides increased coverage (hours of availability) for service availability |

## ASSOCIATED ARCHITECTURE LEVELS

| | |
|---|---|
| *Specify the Domain Name* | Infrastructure |
| *Specify the Discipline Name* | Network |
| *Specify the Technology Area Name* | Voice & Video |
| *Specify the Product Component Name* | Interactive Voice Response |

## COMPLIANCE COMPONENT TYPE

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|---|---|
| *Document the Compliance Component Type* | Guideline |
| *Component Sub-type* | |

## COMPLIANCE DETAIL

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| *State the Guideline, Standard or Legislation* | The IVR system must: <br>• Be scaleable, capable of increasing in size and capacity over time without replacing initial hardware and software components. <br>• Use an industry standard processing solution such as Intel. <br>• Use an industry standard operating system such as Unix or Windows Server. <br>• Have the capability to automatically restart in the event of a power interruption. <br>• Have internal processors and storage. <br>• Have the capability to interact with a variety of platforms and databases. <br>• Have hardware and software components that provide the necessary tools for on-site and remote monitoring. <br>• Have tools to produce statistical reports both real time and historically. <br>• Have the capability to perform full system back-ups. |
| *Document Source Reference #* | Contract # C204085001 |

### Compliance Sources

| | | | |
|---|---|---|---|
| *Name* | | *Website* | |
| *Contact Information* | | | |
| *Name* | | *Website* | |
| *Contact Information* | | | |

### KEYWORDS

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|---|---|
| *List Keywords* | IVR, voice, data entry, database, interactive voice recognition |

### COMPONENT CLASSIFICATION

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|---|---|---|---|---|
| *Provide the Classification* | ☐ *Emerging* | ☒ *Current* | ☐ *Twilight* | ☐ *Sunset* |
| *Sunset Date* | | | | |

### COMPONENT SUB–CLASSIFICATION

| Sub-Classification | Date | Additional Sub-Classification Information |
|---|---|---|
| ☐ *Technology Watch* | | |
| ☐ *Variance* | | |
| ☐ *Conditional Use* | | |

### Rationale for Component Classification

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| *Document the Rationale for Component Classification* | |

### Migration Strategy

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|---|---|
| *Document the Migration Strategy* | |

| Impact Position Statement | | | |
|---|---|---|---|
| *Document the Position Statement on Impact* | | | |
| **CURRENT STATUS** | | | |
| *Provide the Current Status* | ☐ *In Development*    ☐ *Under Review*    ☒ *Approved*    ☐ *Rejected* | | |
| **AUDIT TRAIL** | | | |
| *Creation Date* | 9/23/04 | *Date Approved / Rejected* | 10/12/04 |
| *Reason for Rejection* | | | |
| *Last Date Reviewed* | | *Last Date Updated* | |
| *Reason for Update* | | | |